

**ABSTRACT OF THE DISCLOSURE**

A user support system using agent technology is provided. An entrance server identifies a user command by matching it with a collection of anticipated user commands. The specialized server designated to respond to that user command is then determined according to the command identified. The specialized server hosts a collection of action patterns for an agent to use in responding to the user command. The agent assists the user in search for information or navigating to the information he/she desires by engaging in a friendly conversation with the user. Information providers can sponsor an agent. When the agent displays information requested by the user, information related to that agent's sponsor, particularly advertisements, will be prominently displayed.